

Core Customer Service Standards

"Service. It's our priority and our purpose."

The following standards have been defined as the overall core customer service standards for the City of Dublin. The standards apply to every work unit to ensure that all customers receive consistent service excellence in our day-to-day interactions.

Environment

Standard: Maintain safe, clean, clutter and distraction free, lobby, work, kitchen, and public areas.

Standard: After meetings, leave conference rooms clean with everything in its proper place, and equipment and lights turned off.

Phone

Standard: For external calls: answer your phone promptly within three (3) rings (approximately 18 seconds), politely, give your first name, identify City of Dublin, place/department where call is being received, and provide a friendly closing.

External Phone Call Example:

"Good afternoon, this is Henry with the City of Dublin Recreation Services, how can I assist you?"

"Thank you for calling, have a great day."

"City of Dublin Human Resources this is Carrie, how may I help you?" "Is there anything else I can help you with?" "Thank you and have a good day."

Standard: For internal calls: answer your phone promptly within three (3) rings (approximately 18 seconds), politely, give your first name, and provide a friendly closing.

Internal Phone Call Example:

"Good afternoon, this is Stephanie, how may I help you?" "Have a great day."

"Good morning, Steve, this is Denise, how may I help you?" "Thank you and have a great day."



Phone (cont'd)

Standard: When transferring a call, if you know to whom the call should be transferred, provide the following:

- Name of the person, phone number of person, your name, your number, before transfer. Explain that if the person is not available their voice mail will answer and inquire if transferring to voice mail is OK with the caller.

If you DO NOT know to whom the call should be transferred please obtain:

- Caller's name, caller's phone number, purpose of the call
- Provide them with your name and number
- Let them know you or the correct person will get back to them.

Mail (E-mail, Voice mail, Correspondence)

Standard:

- Respond to both internal and external routine inquiries as soon as possible but no later than two (2) business days.
- Provide correct phone number and/or address to customers when they have reached the wrong location.
- The daily standard voice mail greeting should include the following: first name; identify the City of Dublin, place/dept. the call is received; provide name or number for immediate assistance.

General Recording Examples for desk and cell phone:

"Hello, you've reached the desk of Matt Earman with the City of Dublin Recreation Services. Please leave a message, and I will return your call within 24 hours. If you need immediate assistance, please contact Crista Donaldson at 614-410-4555, or contact the Dublin Community Recreation Center front desk at 614-410-4550 for assistance. Thank you for calling."

"You've reached the voice mail for Tammy Brown of the City of Dublin Economic Development. I'm away from my desk at the moment or on the other line. Please leave a detailed message including your name, daytime phone, and company name or resident address and I will return your call within 24 hours. If your message is urgent, please call 614-410-4600 and the receptionist will direct you to the appropriate person."



Mail (cont'd)

Standard: If you will be out of the office more than one business day, place an out-of-office message on your voice mail greeting and e-mail notification that includes the following: first name; identify the City of Dublin, place/dept. the call is received; dates out of office; provide name or number for immediate assistance; provide friendly closing.

Recording Examples - Out of the Office on Business (checking voice mail):

"You have reached the voice mail of Peter Husenitza, City of Dublin, Information Technology Division. I will be out of the office beginning Tuesday, November 5th and returning on Friday, November 8th. While I will be periodically checking my voice mail, I may not be able to respond within 24 hours. Should you need more immediate assistance, please contact Bobbi Dominick at 614-410-4419. "

Recording Examples - Out of the Office on Vacation/Personal, etc. (not checking voice mail):

"You have reached the voice mail of Peter Husenitza, City of Dublin, Information Technology Division. I will be out of the office beginning Tuesday, November 5th and returning on Friday, November 8th. I will respond to your voice mail within 24 hours. Should you need more immediate assistance, please contact Bobbi Dominick at 614-410-4419. "

E-Mail Examples - Out of the Office on Business (checking e-mail):

Thank you for your e-mail. I will be out of the office beginning Tuesday, November 5th and returning on Friday, November 8th. While I will be periodically checking e-mail, I may not be able to respond within 24 hours. Should you need more immediate assistance, please contact Kim Mahaney at 614-410-4761 or Kmahaney@dublin.oh.us.

Thank you,
(Include City [branded] Signature)

Examples - Out of the Office on Vacation/Personal etc. (NOT checking e-mail):

Thank you for your e-mail. I will be out of the office beginning Monday, December 23rd and returning on Monday, December 30th. I will respond to your e-mail within 24 hours of my return. Should you need more immediate assistance, please contact Kim Mahaney at 614-410-4761 or Kmahaney@dublin.oh.us.

Thank you,
(Include City [branded] Signature)



Face-to-Face Customer Interaction

Standard: If you observe any staff member is busy with another customer, acknowledge customer's presence and ask if you can help.

Standard: Greet customers entering facility with a smile and by saying "May I help you?" or "How can I help you?"

Resource Note: Instructions on technology set up for voice and e-mail can be found on DubNet: [Dubnet \[410\] » The Digital Magazine » Customer Service](#)

